

**Life Insurance Corporation of India  
Central Office, Mumbai**



**Pre-Bid Query Responses Ref: LIC/CO/IT/DT/2025-26/RFP/CB/PBR Date: 09.10.2025**

**Life Insurance Corporation of India – RFP for Supply, Integration and Management of Co-Browsing Solution on Software as a Service for 5 Users for 3 years. Ref: LIC/CO/IT/DT/2025-26/RFP/CB Date: 29.09.2025**

| S.No. | Details / Clause   | Bidder's Query  | Response (Revised)  |
|-------|--|---|---|
| 1     | <i>Annexure E - Eligibility Clause –</i><br>Sl No. 8: “Bidder must have 3 Active BFSI Clients in India for the proposed Co-Browsing Solution.” | Considering that Co-Browsing adoption in the Indian BFSI sector is still developing due to regulatory guidelines, we request a revision of this requirement. Would it be possible to expand the eligibility to include 3 active global clients from any industry instead of restricting it to BFSI clients in India? Moreover, Co-Browsing technology has similar use cases across various industries (telecom, retail, healthcare, etc.), where its application mirrors that of the BFSI sector. We kindly request that the criteria be relaxed accordingly. | Bidder must have 3 Active Clients with minimum 1 Client in India for the proposed Co-Browsing Solution.<br>Bidder to submit required details as per <b>Corrigendum 1</b> .                      |
| 2     | <i>Annexure H – POC Compliance Sl. No. 6 –</i><br><i>Support Agents Login and Dashboard</i>  | Will the agent use only a system or laptop, or will they also use a tablet or mobile device?  | Agents will use <b>only a desktop or laptop</b> .   |
| 3     | <i>Annexure H – POC Compliance Sl. No. 4 –</i><br><i>Easy integration into Web and Android App (SDK/API)</i>                                   | Could you please clarify if the solution will work via a mobile browser, or is it mandatory to integrate into the mobile application itself?  | It is <b>desired to integrate with both web and mobile applications</b> .   |
| 4     | <i>Annexure H – POC Compliance Sl. No. 9–</i><br><i>Video Recording for KYC</i>  | Is there a specific minimum and maximum video quality/resolution or file size requirement?  | Bidder to apply appropriate <b>optimization methods for screen recording</b> . The <b>Video Recording for KYC</b> requirement stands <b>omitted</b> .<br>Please refer to <b>Corrigendum 1</b> . |

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|-------|--|---|---|
| 5     | <i>Annexure H – POC Compliance Sl. No. 11 – Group Co-Browsing (Multi-Agent Support):</i>     | How many agents/supervisors can join the session in total, and what is the maximum number allowed?  | A minimum of <b>1 Agent and 1 Supervisor Agent</b> can join the session.  |
| 6     | <i>Annexure H – POC Compliance Sl. No. 11 – Group Co-Browsing (Multi-Agent Support):</i>     | Will multiple LIC agents/supervisors join only for the co-browsing session, or will they also participate in video calling sessions?                            | A minimum of <b>1 Agent and 1 Supervisor Agent</b> can join the session. <i>(same as above)</i>   |
| 7     | <i>Annexure H – POC Compliance Sl. No. 14 – Document/Brochure Sharing:</i>                   | Will the document/brochure sharing be limited to the co-browsing session only, or will files also be shared with agents?  | Documents or other attachments should be <b>stored after the session</b> . The agent should have the facility to <b>download them from the chat screen during the session</b> . |
| 8     | <i>Annexure H – POC Compliance Sl. No. 15– Geo-Tagging:</i>                                  | Could you please confirm which specific information should be captured and stored, in addition to location metadata (e.g., IP address, device type, timestamp)? | <b>Bidder to suggest</b> suitable parameters to be captured.  |
| 9     | <i>Annexure I: Commercial Bid, Sl. No. 1 Co-Browsing License (5 Users / Monthly Charges)</i> | Could you please provide the expected daily or monthly session volume?  | Please be guided by the RFP.  |

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|-------|--|--|---|
| 10    | <i>Annexure I: Commercial Bid, Sl. No. 2<br/>Cloud Charges</i> | To estimate charges for cloud deployment, we request specifics of the cloud environment to be procured (e.g., mandated provider – AWS/GCP/Azure; tenancy type – single/multi-tenant, etc.) | Please be guided by the RFP.  |
| 11    | General Query:<br>Pre-Contract Integrity Pact                  | Since the current RFP or annexures do not include the format for the Pre-Contract Integrity Pact, we request the RFP committee to include the same for submission with the bid proposal.   | All points related to pre-contract integrity pact stands omitted.<br>Refer Corrigendum 1. |

Secretary (IT/Digital Transformation)